In the Claims:

Claims 1 – 7, 9, 16-21, and 25-27 remain pending.

Claims 8, 10-15, and 22-24 have been previously canceled without prejudice or disclaimer; and Claims 28-66 have been previously withdrawn as drawn to non-elected subject matter.

1. (Currently Amended) A computer implemented method of providing personal services over a computer network to members of at least one of a plurality of predefined groups, the method comprising:

receiving a service request from a user who is a member of one of the <u>predefined</u> groups;

determining a user type associated with the <u>received</u> service request;

providing a menu of service request options corresponding to the determined user type;

receiving a selection of one of the service request options from the user;

~~enabling~~ <u>determining</u> a service response ~~to the service request to be determined~~ based on the service request option ~~selected by~~ <u>received from</u> the user;

~~enabling~~ <u>providing</u> personal services ~~to be provided~~ to the user in accordance with ~~the selected service request option and~~ the determined service response;

recording interactions while providing the ~~selection~~ <u>personal services to the user</u>;

inserting at least one reminder related to the personal services into an electronic calendar associated with the user; and

presenting statistical information related to the interactions to an administrator ~~associated with~~ <u>for</u> the one <u>predefined</u> group of which the user is a member.

2.   (Currently Amended) The computer implemented method according to claim 1, wherein the personal services comprise healthcare related services, wherein the predefined groups are respective employers, wherein the user is an employee of one of the employers and is receiving the healthcare related services; and

further comprising enabling delivery of wherein the providing of personal services comprises delivering at least one healthcare-related recommendation to the user.

3.   (Currently Amended) The computer implemented method according to claim 1, wherein the user type comprises one of a member/employee, a service provider, an administrator, and a research service provider.

4.   (Currently Amended) The computer implemented method according to claim 3, wherein if the user type is member/employee, the menu of service option requests request options comprises view services available, view news, facilitate communication, update/create user profile, schedule appointment, immediate consultation, perform transaction, check status, provide feedback/comments.

5.   (Currently Amended) The computer implemented method according to claim 3, wherein if the user type is service provider, the menu of service request options comprises view news, access a knowledge base, facilitate administration, facilitate a feedback query, and facilitate communication.

6.   (Currently Amended) The computer implemented method according to claim 3, wherein if the user type is administrator, the menu of service request options comprises view news, initiate query, initiate communications, and request help request.

7. (Currently Amended) The computer implemented method according to claim 3, wherein if the user type is research services, the ~~menu of~~ service request options comprises view news, ~~accessible~~ databases, and initiate queries.

8. (Canceled).

9. (Currently Amended) The computer implemented method according to claim 3, wherein recording interactions includes storing information regarding a type of service provided, a user requesting service, service provider information and recommendations, frequency of service provided by user and/or service provider, feedback from user, and performance-metrics.

10. (Canceled).

11. (Canceled).

12. (Canceled).

13. (Canceled).

14. (Canceled).

15. (Canceled).

16.   (Currently Amended) The computer implemented method according to claim 2, ~~further comprising~~ wherein the enabling ~~a~~ of the service response ~~is~~ to be further determined based on information related to a medical history of the user.

17.   (Currently Amended) The computer implemented method according to claim 2, wherein the enabling of the service response is to be further determined based on information related to a work schedule of the user.

18.   (Currently Amended) The computer implemented method according to claim 2, ~~further comprising~~ wherein the enabling ~~a~~ of the service response ~~is~~ to be further determined based on information related to an estimated condition of the user.

19.   (Currently Amended) A computer readable data storage. medium having program code recorded thereon for providing personal services over a computer network to members of at least one of a plurality of predefined groups, the program code comprising:

a first program code that receives a service request from a user who is a member of one of the groups and determines a user type associated with the service request;

a second program code that provides a menu of service request options based on the determined user type;

a third program code that receives a selection of one of the service request options from the user;

a fourth program code that ~~enables determination of~~ determines a service response to the service request based on the service request option ~~selected by~~ received from the user;

a fifth program code that ~~enables~~ provides personal services ~~to be provided~~ in accordance with ~~the selected service request option and~~ the determined service response;

a sixth program code that records interactions while ~~providing~~ the ~~selected service request options~~ personal services are provided;

a seventh program code that inserts at least one reminder related to the provided personal services into an electronic calendar associated with the user; and

an eighth program code that presents statistical information related to the interactions to an administrator associated with the one group of which the user is a member.

20.   (Currently Amended) A system for providing personal services over a computer network to members of at least one of a plurality of predefined groups, the system comprising:

a user interface unit for receiving a service request from a user who is a member of one of the groups and determining a user type associated with the service request;

a server unit that:

provides, to the user, a menu of service request options based on the user type, ~~and~~

receives a user-selected service request option through the user interface unit,

~~the server unit determining~~ determines a service response to the user-selected service request option ~~based on information related to the user~~,

~~providing~~ provides personal services to the user in accordance with ~~the selected service request option and~~ the determined service response, and

inserting inserts at least one reminder related to the personal services into an electronic calendar associated with the user; and

a data storage unit that records interactions while providing the ~~selected service request option~~ determined service response and that presents statistical information related to the interactions to an administrator associated with the one group.

21.   (Currently Amended) The system according to claim 20, wherein the interactions recorded in the data storage unit includes storing information regarding a type of ~~service~~ the personal services provided, a user requesting service provider information and recommendations, frequency of service provided by user and/or service provider, feedback from user, and performance metrics.

22.   (Canceled).

23.   (Canceled).

24.   (Canceled).

25.   (Currently Amended) The system according to claim 20, wherein the server unit ~~enables~~ determines the service response ~~to be determined~~ based on a prior history of the user.

26.   (Original) The system according to claim 20, wherein the server unit determines the service response based on information related to a work schedule of the user.

27.   (Currently Amended) The system according to claim 20, wherein the server unit ~~enables~~ <u>determines</u> the service response ~~to be determined~~ based on information related to an estimated condition of the user.

28. – 66. (Withdrawn).